

Merrimac Communications

Customer Acknowledgement of Equipment Responsibility

Set Top Box (Digital, Analog, DMX, Other)	Type	Replacement Cost
Serial # _____	_____ @ _____	_____
Serial # _____	_____ @ _____	_____
Serial # _____	_____ @ _____	_____
Serial # _____	_____ @ _____	_____

Cable Modem	Replacement Cost
Serial # _____ @ _____	_____
Serial # _____ @ _____	_____
Notes: _____	

Customer understands and agrees that any set top box as described above or any cable modem as described above (equipment) in Customer's possession is the property of Merrimac Communications and that Customer assumes full responsibility for any damage that may occur through misuse, abuse, fire or theft and will exercise reasonable care to ensure the equipment is maintained in good working condition. Customer understands that the possession or use of this equipment without the authorization of Merrimac Communications is a violation of state and federal law and constitutes a theft as described by law. In the event that Customer's service is disconnected, Customer agrees to return equipment to Merrimac Communications.

Customer Further Understands and Agrees:

- That upon termination of service Customer will immediately return the equipment, with all attachments, accessories and parts to Merrimac Communications in the same condition the equipment was received, ordinary wear and tear excepted.
- To use the equipment only for the purpose of receiving the services ordered from Merrimac Communications and for no other purpose.
- To prevent any connections to the equipment which are not expressly authorized for Merrimac Communications.
- To prevent tampering, altering, or repair of the equipment by any person other than Merrimac Communications' authorized personnel.
- That if the equipment is lost, stolen or destroyed or Customer fails to return the equipment, Customer is responsible and will pay to Merrimac Communications the full replacement cost as indicated above for each piece of equipment Customer fails to return.
- If Customer has given Merrimac Communications a cash deposit or a credit card as security for Customer's prompt payment of service and the safe keeping of equipment, Merrimac Communications is authorized to offset or debit Customer's deposit account or debit Customer's credit card in the exact amount as indicated above for each piece of equipment Customer fails to return.

CUSTOMER NAME	SS#	DOB
ADDRESS	APT#	
CITY	STATE	ZIP
()	()	
HOME TELEPHONE	WORK TELEPHONE	
I ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE TERMS ABOVE_	MERRIMAC COMMUNICATIONS REPRESENTATIVE MUST SEE CUSTOMER ID	
CUSTOMER SIGNATURE	REPRESENTATIVE SIGNATURE	
DATE	DATE	

Some Things That Can Harm Your Equipment

Set top boxes (i.e. DCT converters) and cable modems are sensitive equipment. Things that typically harm this equipment and can make the bearer responsible are the following...

- Keeping equipment in an environment with poor ventilation. This could be a stereo component rack with a door, an upper room or attic, a utility room or basement, basically any place where temperatures can be extreme or dust can accumulate in abundance.

Nothing can be set on our DCT converter boxes. Air needs to be able to move freely through this unit.

- Animals can harm this equipment if they are allowed to sit on or near the equipment. It doesn't take a very long time for animal hair or dander to build up on an electrical device.

- Tobacco products can discolor this equipment over time. It can also make equipment unusable to non-smokers if the build up is too great.

- Water damage is typically self explained. Placing of products on or near things like fish tanks, water outlets like sinks, and windows can put these products in jeopardy and make the user liable.

We appreciate your business and want our equipment to be dependable for you. If you have any questions regarding our policies, please call us.

Please share this information with anyone who has access to or could use these units, such as family members, co-owners, managers and employees of a business and it's visitors.

Thank you for your cooperation.

merr.com

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